

# Request for Proposal RFP#: PRBBSB-21

DATE: February 12<sup>th</sup> 2021

**Sports League Officials for Youth Baseball & softball** 

## **OBJECTIVE:**

The Town of Rolesville is seeking proposals to provide officiating services for its youth baseball and softball program.

PROPOSAL SUBMITTED BY:		
	(Compa	ny Name)
	(Ad	dress)
	(City/Stat	e/Zip Code)
	(Typed Name of Person	Submitting the Proposal)
	(Phone #)	(Fax #)

(Date of Proposal Submission)

## **Proposal Submission:**

**Proposals are due no later than 2 pm on Thursday, February 25th, 2021.** Proposals submitted after the deadline will not be considered. Proposals must be submitted via USPS or other delivery method (UPS, FedEx, etc.) Charges not included in the proposal will not be considered in the contract.

Return proposal, refer to RFP Number (PRBBSB-21) on the envelope and deliver proposal to:

Town of Rolesville
Garrit Soney, Athletic Program Coordinator
Officials Proposal –Baseball/Softball *RFP Number (PRBBSB-21)*PO BOX 250
Rolesville, NC 27571

garrit.soney@rolesville.nc.gov

There will not be a public opening of proposals.

## **Contract Award**

Award of RFP will be to the Proposer that offers the best overall proposal including pricing and services offered. The proposal will be based on total proposal price and services overall. The awarded Proposer will be expected to comply with the Town of Rolesville Service Terms and Conditions included in the RFP.

#### **Contract Period**

The term of this contract will be for one (1) year upon award of contract and the Town reserves the option to renew for two (2), one (1) year increments unless otherwise terminated as provided herein. Unless terminated by either party it is agreed that the terms of the contract will continue on a month to month basis should the current term expire prior to renewal. Contract prices must be firm for the contract period, unless stipulated otherwise in this proposal. The Contract Administrator will be the Athletic Program Coordinator. The contract start date will be April 1<sup>st</sup>, 2021.

#### **Contract Termination**

Failure to perform contractual commitments may result in contract termination by the Town of Rolesville. Should termination of the contract be deemed necessary by Town staff prior to the end of the one-year contract period, Contractor will be notified in writing and shall be paid only for services previously provided. If Contractor wishes to cancel the contract, the Town of Rolesville must be notified in writing a minimum of 30 days prior to cancelation of services.

## **Insurance Requirements and Liability**

Contractor agrees to maintain, on a primary basis and at is sole expense, at all times during the life of this Contract the following coverages and limits. The requirements contained herein, as well as Town's review or acceptance of insurance maintained by Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Contractor under this Contract.

**Commercial General Liability** – Combined single limit of no less than \$1,000,000 each occurrence and \$2,000,000 aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

**Automobile Liability** – Limits of no less than \$1,000,000 Combined Single Limit. This insurance will be required in cases where the contractor transports Town of Rolesville property, Town of Rolesville employees, or if vehicle use is an integral part of the performance of the contract.

**Worker's Compensation & Employers Liability** – Contractor agrees to maintain Worker's Compensation Insurance in accordance with North Carolina General Statute Chapter 97 and Employer Liability Insurance with limits of no less than \$1,000,000 each accident, each employee and policy limit. Independent Contractor Status Form must be completed if Contractor is not required to carry Worker's Compensation coverage.

**Additional Insured** – Contractor agrees to endorse the Town of Rolesville as an Additional Insured on the Commercial General Liability as required by contract.

Certificate of Insurance – Contractor agrees to provide the Town of Rolesville a Certificate of Insurance evidencing that all coverages, limits and endorsements required herein are maintained and in full force and effect, and Certificates of Insurance shall provide a minimum thirty (30) day endeavor to notify, when available, by Contractor's insurer. If Contractor receives a non-renewal or cancellation notice from an insurance carrier affording coverage required herein, or receives notice that coverage no longer complies with the insurance requirements herein, Contractor agrees to notify the Town within five (5) business days with a copy of the non-renewal or cancellation notice, or written specifics as to which coverage is no longer in compliance. The Certificate Holder address should read:

Town of Rolesville PO BOX 250 Rolesville, NC 27571

Second copy of Insurance Certificate should be sent to: Robin Peyton, Town Clerk (robin.peyton@rolesville.nc.gov).

Umbrella or Excess Liability – Contractor may satisfy the minimum liability limits required above under an Umbrella or Excess Liability policy. There is no minimum Per Occurrence limit of liability under the Umbrella or Excess Liability, however, the Annual Aggregate limits shall not be less than the highest 'Each Occurrence' limit for required policies. Contractor agrees to endorse Town of Rolesville as an 'Additional Insured' on the Umbrella or Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a 'Follow-Form' basis.

All insurance companies must be authorized to do business in North Carolina and be acceptable to the Town of Rolesville Manager.

## **SCOPE OF SERVICES**

- Contractor agrees to provide two baseball or softball officials, as required by the Town of Rolesville, for
  youth baseball and softball leagues. Contractor will represent and warrant that Contractor has obtained all
  permits and paid all fees and taxes and is duly qualified to provide the services called for herein. A contractor
  may propose changes to scope of services or suggest other procedures based on the historical data and
  experience of the Contractor.
- 2. The Town of Rolesville operates baseball and softball leagues in the spring and fall. Below is an estimate of the 2021 game schedules prior to cancelations due to weather.

Division	# of games (spring)	Time Limit	Season Spring	Weekday game times	Weekend game times	Days/Nights of play* *determined seasonally
8U Boys Coach Pitch Baseball	30	60 minutes	Spring – April – June	6:15 pm & 7:15 pm	9am – 5pm	Monday- Saturday
8U Girls Coach Pitch Softball	10	60 minutes	Spring – April – June	6:15 pm & 7:15 pm	9am – 5pm	Monday- Saturday
10U Boys Baseball	20	70 minutes	Spring – April – June	6:15 pm & 7:30 pm	9am – 5pm	Monday- Saturday
10U Girls Softball	15	70 minutes	Spring – April – June	6:15 pm & 7:30 pm	9am – 5pm	Monday- Saturday
12U Boys Baseball	10	85 minutes	Spring – April – June	6:15 pm & 7:45 pm	9am – 5pm	Monday- Saturday
12U Girls Softball	5	70 minutes	Spring – April – June	6:15 pm & 7:45 pm	9am – 5pm	Monday- Saturday
15U Boys Baseball	10	100 minutes	Spring – April – June	6:15 pm & 8:00 pm	9am – 5pm	Monday- Saturday

Division	# of games (Fall)	Time Limit	Seasons* Fall	Weekday game times	Weekend game times	Days/Nights of play* *determined seasonally
8U Boys Coach Pitch Baseball	25	60 minutes	Fall – Sept. – Oct.	6:15 pm & 7:15 pm	9am – 5pm	Monday- Saturday
8U Girls Coach Pitch Softball	20	60 minutes	Fall – Sept. – Oct.	6:15 pm & 7:15 pm	9am – 5pm	Monday- Saturday
10U Boys Baseball	30	70 minutes	Fall – Sept. – Oct.	6:15 pm & 7:30 pm	9am – 5pm	Monday- Saturday
10U Girls Softball	15	70 minutes	Fall – Sept. – Oct.	6:15 pm & 7:30 pm	9am – 5pm	Monday- Saturday
12U Boys Baseball	15	85 minutes	Fall – Sept. – Oct.	6:15 pm & 7:45 pm	9am – 5pm	Monday- Saturday
12U Girls Softball	15	70 minutes	Fall – Sept. – Oct.	6:15 pm & 7:45 pm	9am – 5pm	Monday- Saturday
14U Boys Baseball	15	100 minutes	Fall – Sept. – Oct.	6:15 pm & 8:00 pm	9am – 5pm	Monday- Saturday
14U Girls Softball	5	80 minutes	Fall – Sept. – Oct.	6:15 pm & 8:00 pm	9am – 5pm	Monday- Saturday
17U Boys Baseball	5	100 minutes	Fall – Sept. – Oct.	6:15 pm & 8:00 pm	9am – 5pm	Monday- Saturday

3. Contractor must ensure that officials are on the field, dressed and physically ready for play **prior** to game time. Fee Term Penalties shall be based upon officials who are not on the field, dressed and physically ready for play prior to the game time as indicated in this Request for Proposals.

## **Fee Term Penalties Defined:**

- (a) <u>Tardy Fee</u>: Each and every sports official who is not ready by, or arriving between the official game start time and 15 minutes after start time will be assessed a Tardy Fee Penalty as described below.
- (b) <u>Late Fee</u>: Each and every official arriving 15 minutes after the official game start time may be assessed a Late Fee Penalty as described below.
- (c) <u>Absent Fee</u>: Each and every sports official arriving 45 minutes after the official game start time will be assessed the One Official (Absent) Fee as described below.
- (d) Other fee penalties for combinations of tardy/late and no shows are described below.

#### Penalties/Deductions are as follows:

Tardy Fee (one official tardy)	Contracted per-game fee, less 10%
Late Fee (one official late)	Contracted per-game fee, less 25%
Tardy Fee (two officials tardy)	Contracted per-game fee, less 35%
Late Fee (two officials late)	Contracted per-game fee, less 50%
Tardy/Late Fee (combination of one tardy/one late)	Contracted per-game fee, less 35%
One Official (Absent) Fee (game is officiated with only	Contracted per-game fee, less 50% (no "extra
one official)	duty pay" for the one official)
Two Officials (Absent) Foo	No payment for current game(s) + makeup
Two Officials (Absent) Fee	game(s) conducted at no charge

- 4. The Contractor will provide two trained and qualified sports officials for each game unless otherwise specified by the Town of Rolesville Parks and Recreation Athletics Staff (exception: Boys & Girls Coach Pitch will require one official).
- 5. Officials will administer all games fairly according to the current NC High School Athletic Association/National Federation of High School Athletics (NCHSAA/NFHSA) rules and any local rules as defined.
- 6. Officials shall adhere to the uniform standards set by the current NCHSAA/NFHSA rules.
- 7. All officials must have up-to-date registration with NCHSAA/NFHSA.
- 8. Contractor will schedule officials for no more than 4 games on the same day. The Town of Rolesville and contractor may agree to grant exceptions to this requirement in special situations.
- 9. Independent Contractors must complete a Criminal Background check on all their staff, instructors, and/or officials to the Rolesville Parks and Recreation Department. All staff, instructors, and/or officials must be cleared by the Parks and Recreation Department before performing any services. Background checks will only be accepted from the Wake County City-County Bureau of Identification or vendor of the Parks and Recreation Department. If a vendor of the Town of Rolesville is used, supplemental charges may apply.
- 10. The Contractor shall appropriately train all veteran and new officials prior to assigning them to games in Rolesville (both classroom and on-field training). Contractor must describe specific training required of both veteran and new officials on bid.
- 11. Officials may not officiate in leagues in which their immediate family plays. Officials may not officiate in leagues in which they play/participate, coach, or act as assistant coach, and must be at least 18 years old.
- 12. The Contractor will provide the Town of Rolesville a list of all available sports officials, their telephone numbers and email address prior to the first game of that season. As new officials are added, Contractor will update the list and provide the updated list to Town of Rolesville Athletics Staff.
- 13. The Town of Rolesville will provide the Contractor with a schedule of games requiring sports officials a minimum of ten (10) days in advance of the games for which the official(s) are needed. Cancelations due to inclement weather, the Town of Rolesville will provide the Contractor with a makeup schedule of games requiring sports officials a minimum of two (2) days in advance of the games for which official(s) are needed. Exception makeup schedule notice maybe shorter if WCPSS has school on Saturday's. Those morning games will be moved to the afternoons.
- 14. The Contractor will provide a schedule of assigned sports officials each Monday by 1:00 p.m. to the Town of Rolesville Athletics Staff. Each official shall be identified by name, game location and game assignment. This schedule will include the name, contact phone and email address of an "on-call" individual that can respond to

- emergency service requests in a timely manner. Further, schedule must contain an alternate "on-call" individual in the event the primary "on-call" contact cannot be reached.
- 15. Town of Rolesville will provide typed local rules at the scorekeeper's table for the officials to review prior to the game.
- 16. The Contractor-supplied sports officials must print and sign their name upon arrival on the game result form located at the scorekeeper's table.
- 17. In the event of player or coach ejections, the Contractor-supplied sports officials must complete an ejection form upon the completion of games so that the Athletic Staff can address any situation(s)/participant(s) the next business day.
- 18. On days when more than one set of sports officials are scheduled due to multiple games, sports officials are requested to stay at the facility until the next set of officials arrive. In cases where the next set of officials do not arrive as scheduled, the set of officials that called the last game shall be expected to start the next scheduled game and remain on site until the next set of scheduled officials arrive. If replacements do not arrive, the set of officials that called the last game will be expected to complete the remainder of the games scheduled for that particular date/site.
- 19. The Town of Rolesville reserves the right to move officials from facility to facility in the event officials are late or fail to show for an assigned scheduled game. A reasonable attempt will made to coordinate these changes with the Booking Agent or the Booking Agent's on-call individual.
- 20. The Town of Rolesville reserves the right to refuse the services of a sport official for just cause. Just cause shall include, but is not limited to: an official being deemed unfit for service for having been tardy or late three or more times in a season, use of profanity or any unprofessional behavior or conduct, officials evaluation not being completed according to guidelines below.
- 21. The Town of Rolesville will forward any complaints, compliments, evaluations, etc. submitted by coaches/participants/spectators for the booking agent to review and take appropriate action.
- 22. The Town of Rolesville Athletics Staff may request an evaluation or review of a specific official upon just cause. Written evaluation shall be submitted to Town of Rolesville Athletics Staff within 5 business days before the official's next assignment in Rolesville. Therefore, the Contractor shall not assign the official(s) to any Town of Rolesville games until an investigation is complete.
- 23. The Town of Rolesville Athletics Staff will contact the Contractor when games are cancelled due to weather or unforeseen circumstances. Cancellation of games as a result of inclement weather or other conditions is determined by 4:30 p.m. daily Monday through Friday and by 7:30 a.m. on Saturday. Sports officials should contact the 24-hour weather line on scheduled game days if there is any question as to whether the game will be played. Sports officials can call (919) 556-6728.
- 24. If any game is cancelled for any reason except forfeiture, and the Contractor is not notified in the timely manner described above, official(s) will be paid the fee for working one game. The official(s) must physically appear at the facility and ready to work by game time in order to be paid for the cancelled game.
- 25. Contractor will be paid the full fee for all games forfeited for which its officials are on-time prior to game forfeiture and will not be required to work practice games during the scheduled time of the forfeited game. (EXCEPTION) If booking agent is contacted for a known forfeit prior to 2:00 pm on game day for weeknight games and by 5:00 p.m. the day before for weekend games, the Town of Rolesville will not pay for the officials for the game if that game is the first or last game scheduled.

- 26. The Town of Rolesville will not pay for any rescheduled games that are cancelled as a result of contractor failure to provide officials for properly scheduled games, or a result of officials' error.
- 27. Contractor will submit bi-weekly invoices, which must include the dates and locations of services provided along with the names of service providers.
- 28. The Town of Rolesville will pay the Contractor. The Contractor will be responsible for payment to their officials and any subsequent payroll reporting that is required.

## COVID-19

29. The contractor must provide officials with The Town of Rolesville's most up to date COVID-19 Policy and ensure all officials agree to comply. (Policy as of 12/29/2020 next page)



#### **COVID -19 Athletic Policies**

<u>Disclaimer: This policy is subject to revision as COVID-19 has shown to be an ever-changing situation.</u>
COVID-19

\*Any direction not covered hereinafter please refer to guidelines established by the CDC, NCDHHS and all current Executive orders.

- 1. If a coach, staff member, or participant has symptoms of COVID-19 (listed below), they will be excluded from athletic programs or activities until:
  - a. No symptoms for at least 72 hours since recovery (without the use of fever-reducing medicine) AND
  - b. Other symptoms have improved (e.g., coughing, shortness of breath) AND
  - c. At least 10 days have passed since the first symptom.
  - d. Or produces a negative test result. All negative test results must be presented to the Athletic Coordinator by 3pm the day of practice or a game for eligibility to participate the same day.
- 2. Should a coach, staff member, or participant be diagnosed with COVID-19, it is expected that it will be reported to the Town of Rolesville (TOR) Parks and Recreation department **immediately** in order to take proper measures:
  - a. Everyone on the team will be contacted via email and encouraged to be tested;
  - b. The whole team will be suspended from practicing and participating in games for 14 days.
  - c. Any other teams who have played that team within 14 days of the positive test will also be suspended from practicing and participating in games for 14 days since the last contact with that team.
  - d. Players and teams may be reinstated before the 14-day restriction pending negative COVID test. All negative test results must be presented to the Athletic Coordinator by 3pm the day of practice or a game for eligibility to participate the same day.
- 3. Anyone who has been around a person with COVID-19 or anyone who has had close contact with someone with COVID-19 should stay home for 14 days after his or her last exposure to that person.
- 4. All refund requests are subject to the guidelines found on TOR's website.
  - Refund Request Guidelines <a href="https://www.rolesvillenc.gov/parks-recreation/forms">https://www.rolesvillenc.gov/parks-recreation/forms</a>



#### Watch for symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills (100.4 degrees or higher)
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

For more information: https://www.cdc.gov/coronavirus/2019-ncov/ https://covid19.ncdhhs.gov/

## **Policy**

- 1. Coaches and parents are asked to do a wellness check on themselves and their children before they arrive at every practice and game.
  - a. If a participant has a fever or does not pass the health screening questions, that participant cannot participate in the program. The participant can return and participate in the program when COVID-19 Policies on page 1 (one) have been met.
  - b. If a parent, guardian, or sibling has a fever or does not pass the health screening questions, they may not enter the facility.
  - c. See attachment A for wellness checklist.
- 2. (TOR) staff will fill out a wellness health form before and after each shift.
- 3. There will be hand sanitizing stations set up at every field and we encourage all patrons to sanitize when they arrive and when leaving.
- 4. All patrons, 4 years and older, are <u>required to wear a face-covering at all times while at the facility. (FACE SHIELDS DO NOT MEET THE REQUIREMENT OF WEARING A FACECOVERING) Face Shields may be worn in COMBINATION with a face covering.</u>
  - a. Definitions: "Face Covering" means a covering of the nose and mouth that is secured to the head with ties, straps, or loops over the ears and fits snugly against the side of a person's face. A Face Covering can be made of a variety of synthetic and natural fabrics, including cotton, silk, or linen. Ideally, a Face Covering has two (2) or more layers. A Face Covering may be factory-made, sewn by hand, or can be improvised from household items such as scarves, bandanas, t-shirts, sweatshirts, or towels. These Face Coverings are not intended for use by healthcare providers in the care of patients. Based on recommendations from the CDC, face shields do not meet the requirements for Face Coverings. https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-guidance.html



- b. Exemptions can be found: <a href="https://governor.nc.gov/news/executive-orders">https://governor.nc.gov/news/executive-orders</a>
- c. Participants will be required to wear a face covering at all times, INCLUDING THE DURATION OF ANY PRACTICES OR GAMES. Executive Order 180. https://files.nc.gov/governor/documents/files/EO180-Face-Coverings-Requirements.pdf
- d. If a participant qualifies for an exemption to the face covering rule, a doctor's note must be presented to the Athletic Coordinator before 3pm the day of the practice or game if not, they will be required to wear a face covering.
- e. Players, coaches, spectators and volunteers who are unable to comply will be asked to wait in their vehicle.
- 5. Players, coaches, spectators, and volunteers must vacate the field immediately after their practice or game is over. TOR staff will enforce time limits in order to have an adequate buffer during field transitions.
  - a. When arriving at the field, players, coaches, spectators, and volunteers must wait in their vehicle until all patrons from the practice or game before have vacated the area.
- 6. All players will be allowed two parents or guardians at each game and/or practice.
  - a. All parents and guardians will need to have a spectator pass on their person at all times while at the facility.
    - i. Both spectators must stay together.
  - b. If child care for siblings who are not participating **cannot** be found, they may attend but must remain sitting near their parent or guardian at all times. **NO RUNNING OR PLAYING AT THE FACILITY**
  - c. TOR staff will distribute the spectator passes.
  - d. TOR staff have the right to ask to see this pass at any time. If the spectators do not have a pass, they will be asked to wait in their car.
  - e. If a spectator pass is lost, please contact the Town of Rolesville's Athletic Coordinator as soon as possible.
- 7. Bleachers will be removed from spectator areas to reduce shared space; spectators are encouraged to bring their own lawn seating.
- 8. There will be specific seating areas for spectators, spaced out to provide for appropriate social distancing.
- 9. Concessions will be closed.
- 10. Restrooms will be open and cleaned once daily.
- 11. Water fountains will be available **only for filling water bottles**.
- 12. Please bring bottled water labeled with the player's name.
  - a. No spray bottles, water must transfer directly from bottle to mouth.
- 13. Patrons cannot shake hands, high five, fist bump, or have any form of unnecessary contact before, during, and after games and practices. Encourage thumbs up and other creative non-contact ways to encourage teammates.
- 14. Do not share towels, clothing, or any items used to wipe your face or hands.
- 15. No spitting is allowed.
- 16. Anyone in attendance is expected to cover their coughs and sneezes with a tissue or use the inside of their elbow. Used tissues should be thrown in the trash and hands washed immediately with soap and water for at least 20 seconds.

If soap and water are not readily available, hand sanitizer that contains at least 60% alcohol can be used.



## Baseball and Softball

- 1. The dugouts will be closed
  - a. Players will be outside the field of play near the gate closest to the dugouts on each side when not playing.
- 2. Two sets of catchers' gears will be set out by the TOR staff for each team at every practice and game and must be returned after each game and practice to TOR staff at the fields.
  - a. Only two players per practice and/or game will be allowed to play the catchers position and may not use the same equipment.
  - b. TOR staff will disinfect the catcher's gear between uses.
- 3. Every player needs to have his or her own face covering, bat, batting helmet, and glove.
  - a. No sharing equipment!

## Soccer

- 1. Soccer Balls will be set out by the TOR staff for every practice and game and must be returned after each game and practice to TOR staff at the fields.
  - a. TOR staff will disinfect the Soccer balls between practices and games.
- 2. Every player needs to have his or her own face covering, cleats, shin guards, socks, and if applicable, goalkeeper gloves.
  - a. No sharing equipment!
  - b. Players may bring their own ball to practice.

#### Wellness Check

- o Fever (100.4 degrees or higher)
- o Cough
- o Shortness of Breath
- Other Symptoms
  - Fatigue
  - Muscle or body aches
  - Headache
  - New loss of taste or smell
  - Sore throat
  - Congestion or runny nose
  - Nausea or vomiting
  - Diarrhea
- o In the last 14 days have you or anyone in your household:
  - Tested positive for COVID-19
  - Been tested for COVID-19 & did <u>not</u> received negative results
  - Think they could have COVID-19

## Town of Rolesville Baseball & Softball Officials Proposal- 2021

Name of organization:				
Main contact:				
Mailing Address:				
Phone number(s):				
Email:				
Number of years in operation:				
8U Coach Pitch Boys & Girls (1 officia	al required)	\$ per game (per official)		
10U Boys (2 officials required)		\$ per game (per official)		
12U Boys (2 officials required)		\$ per game (per official)		
15U Boys (2 officials required)		\$ per game (per official)		
17U Boys (2 officials required)		\$ per game (per official)		
10U Girls (2 officials required)		\$ per game (per official)		
12U Girls (2 officials required)		\$ per game (per official)		
14U Girls (2 officials required)		\$ per game (per official)		
Please list with description any book fee(s), whether included in per- gam fees above or separately charged.	=			
Please identify any scope or other ar of the RFP that you will be unable/unwilling to comply or fulfill:				
Professional Reference #1: Name, position, company, phone #				
Professional Reference #2: Name, position, company, phone #				

Professional Reference #3: Name, position, company, phone #	
Please describe the training and certification process for training <b>veteran</b> officials.	
Please describe the training and certification process for training <b>new</b> officials to the game.	
Please describe method of communication used to coordinate with Town of Rolesville Athletics Staff (online scheduling program, email, etc.)	